
From: Mark R Davies [GRO]
Sent: Tue 18/08/2015 12:09:43 PM (UTC)
To: Elena R Nistor [GRO]
Subject: Re: in the loop - BBC Panorama
Attachment: image001.jpg
Attachment: image004.png
Attachment: image002.png
Attachment: image003.jpg

Hi Elena

Thanks for this. It's certainly the case that in the cases referred to us there has been no evidence at all of Horizon being the reason for any losses in branch. Indeed losses have been clearly the result of individual action.

Happy to discuss of course. I am not around on Thursday so maybe on Friday morning?

Best wishes
Mark

Sent from my iPad

On 18 Aug 2015, at 09:46, Elena R Nistor [GRO] wrote:

Hi Mark,
The programme last evening was indeed damaging and I think highlights again the questions about Horizon systems and if it is true there were bugs within the system?
I know our external auditor raised a couple of years some issues regarding the change management process for Horizon.
Would you have time for a 15 min chat this week at any point (less tomorrow as I am not in the office)?
Regards
Elena



Elena R. Nistor-Lustermans

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[GRO]

[elena.r.nistor](mailto:elena.r.nistor@postoffice.co.uk) [GRO]

From: Communications Team
Sent: 18 August 2015 09:31
To: Communications Team
Subject: in the loop - BBC Panorama

<image001.jpg>



Mark Davies

Communications &
Corporate Affairs
Director

Hello

As you know, the BBC Panorama programme broadcast some very damaging and unsubstantiated allegations about the business last night.

We are today assessing next steps, and specifically including whether we will take any action through legal or other avenues.

My judgement is that the programme did not produce anything we were unfamiliar with, but was very one-sided. .

It is welcome, however, that the issue has not so far been picked up widely by other media.

Please do let me know direct at **mark.r.davies** GRO if you or anyone in your team has questions or comments about the programme. It will have come across as emotive and shocking to those unfamiliar with the issue. There is much more to it, unreported by the BBC, but any colleague with any question shouldn't hesitate to raise it.

I hope this is helpful.

M. Davies